



CALIFORNIA
B o a r d
o f
P s y c h o l o g y



2003/2004
Strategic Plan

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Introduction

The California Board of Psychology (BOP) was established in 1958 when the first psychologists were *certified* in the state. In 1967, the Psychology Licensing Law was enacted by the Legislature which: 1) defined and protected the practice of psychology, 2) protected the title “psychologist” and 3) changed certification to licensure. It was at this time that regulatory boards shifted their primary focus to protection of the public. The BOP is one of approximately thirty regulatory entities which exist under the organizational structure of the Department of Consumer Affairs (DCA). The BOP has a close and cooperative relationship with the DCA.

The BOP consists of nine members (five licensed psychologists and four public members) who serve four-year terms (a maximum of two terms). The Governor appoints the five licensed members and two public members. Another public member is appointed by the Senate Rules Committee, and the fourth by the Speaker of the Assembly. Public members cannot be licensed by the BOP or by any other DCA healing arts board. Board members are required to complete a Form 700 – Conflict of Interest Statement, and they are required to submit this statement to the Fair Political Practices Commission each year. Additionally, board members are required to complete ethics training every two years.

The BOP appoints an executive officer as its administrator. The executive officer serves solely in the interest of the consumers of psychological services in California as does the BOP. The executive officer oversees the board’s staff and ensures that all of its programs function efficiently and effectively.

The BOP is funded through license, application, and examination fees. The board receives no General Fund monies from the State of California.

Licensed psychologists may practice psychology independently. To become licensed, one must possess a doctoral degree in psychology, must have successfully completed 3,000 hours of qualifying supervised professional experience, pass the national Examination for Professional Practice in Psychology (EPPP), and pass the California Jurisprudence and Professional Ethics Examination (CJPEE). To renew a license, a psychologist must complete 36 hours of approved continuing education and take a four hour course in laws and ethics every renewal period.

Psychological assistants are unlicensed individuals who are registered to a licensed psychologist or to a board certified psychiatrist as an employee to provide limited psychological services under direct supervision. Psychological assistants must possess at least a qualifying master’s degree in order to qualify for registration.

Registered psychologists must possess a doctoral degree which meets licensure requirements and must have completed at least 1,500 hours of qualifying supervised professional experience. Registered psychologists are permitted to function at non-

profit community agencies which receive at least 25 percent of their funding from some governmental source. Registered psychologists may not function outside of this restricted and specifically defined setting.

Mission

The California Board of Psychology protects the health, safety and welfare of consumers of psychological services.

Vision

The California Board of Psychology will assure the protection of consumers of psychological services through its licensing, enforcement and educational outreach programs. These programs will promote efficiency and effectiveness by capitalizing on evolving technologies in keeping with the highest professional standards. Psychological services provided to consumers will be of the highest professional quality.

BOP Functions

The BOP is dedicated to ensuring that psychologists provide safe and ethical psychological services to consumers. The BOP's activities fall into four broad categories.

Licensing and Examination

The BOP ensures that those entering the profession of psychology possess minimal competency to practice psychology independently and safely pursuant to section 101.6 of the California Business and Professions Code. This is achieved by requiring applicants for licensure to possess an appropriate doctorate degree from an accredited educational institution or from certain California-approved schools and by requiring the completion of a minimum of 3,000 hours of qualifying supervised professional experience. Each license applicant must also pass the national EPPP and the CJPEE.

Enforcement

The BOP's enforcement program is focused on protecting the consumer population from exploitative, incompetent and potentially dangerous licensees and from unlicensed individuals. The BOP investigates and mediates consumer complaints. Complaints involving minor concerns may be closed with a verbal or written warning, a competency examination or an educational review. Other more serious complaints may result in disciplinary action (including reprimand, probation, suspension, or revocation) against the licensee. Sexual misconduct with a patient results in mandatory license revocation by law. The board has the statutory authority to deny licensure or registration if the applicant is a registered sex offender. The board's citation and fine program and probation program provide other tools that expand enforcement options.

Continuing Education

Continued competency of licensees is assured through mandatory continuing education requirements. The law requires that licensees complete 36 hours of continuing education every two years prior to license renewal. The board's recognized accrediting agency is the California Psychological Association's (CPA) Mandatory Continuing Education Program Accrediting Agency (MCEPAA). The MCEPAA approves providers and courses pursuant to the board's regulations. Courses taken from American Psychological Association (APA) or Continuing Medical Education (CME) approved providers, as well as courses sponsored by the Academies of the specialty boards of the American Board of Professional Psychology (ABPP), can also count toward meeting the continuing education requirements. The MCEPAA tracks units of continuing education earned by every psychologist and provides the board with monthly lists of those licensees who are deficient in the continuing education requirements. The board conducts a 100 percent audit on all licensees through this process. The BOP also requires every licensee to take a four

hour course in laws and ethics every renewal period. Effective January 1, 2005, SB 953 requires all licensees renewing their license to complete a three hour continuing education course in aging and long-term care. This is a one time renewal requirement. In addition, SB 564 will require a one-time renewal course in spousal or partner abuse assessment, detection, and intervention strategies.

Education and Outreach

The BOP ensures that information is available for consumers, licensees, registrants, applicants, students, etc., through the board's website, brochures, press releases, on-line verification of licensure and registration and the board's newsletter, the BOP Update. In addition, the board educates the profession on the latest regulatory and legislative changes through the Internet and speaking engagements at educational institutions, professional associations and other organizations.

Strategic Goals

The BOP has established six strategic goals which provide the framework for furthering its mission.

Goal 1 - Enforcement

Ensure that negligent, incompetent and unlicensed practice of psychology is addressed through proactive, timely and consistent enforcement of the Psychology Licensing Law and the BOP's regulations. Ensure that the Psychology Licensing Law and the BOP's regulations are current and up-to-date. Ensure that the program maintains a sufficient pool of qualified experts representing expertise in all areas of the practice of psychology.

Goal 2 - Licensing and Examinations

Ensure that all applicants meet all statutory requirements for licensure and thereby are able to practice psychology with safety to the public. Incorporate the latest technology in administering examinations and utilize examination development and recognized validation methods.

Goal 3 - Continuing Education

Ensure that all active licensees earn 36 hours of continuing education which can include the mandated four hours of continuing education in laws and ethics every renewal period. Conduct audits on all licensees and warn those who are not in compliance. Utilize citation and fine if warnings do not bring compliance. Conduct ongoing review of the board's recognized accrediting agency.

Goal 4 - Education and Outreach

Educate consumers to help them make informed choices about psychological services. Educate licensees, applicants, trainees, etc. on the current information about the practice of psychology .

Goal 5 - Regulation and Legislation

Ensure that all statutes and regulations are necessary, clear, and fair to consumers, applicants, licensees and registrants. Monitor all legislative/regulatory proposals and ensure that all workload issues are anticipated.

Goal 6 - Operational Improvement

Increase organizational efficiency and cost effectiveness. Enhance the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS). Cooperate with the DCA in the development and implementation of the Professional Licensing and Enforcement Management System (PLEMS). Utilize technology wherever efficiencies can be achieved.

Action Plan

The action plan is an evolving framework for the activities that are conducted by the BOP in fulfilling its mission and meeting its goals.

Enforcement Program

Goal 1 - Enforcement

Enforce the Psychology Licensing Law and the Board of Psychology's regulations by ensuring that negligent, incompetent and unlicensed practice of psychology is addressed in a timely and consistent manner.

Board Committee Lead Responsibility

Enforcement Committee

Strategic Objectives

- 1.01 - Transfer the complaint process and toll-free 800 line for complaint information from the Medical Board of California (MBC) to the board. (Target Date: 06/30/04)
- 1.02 - Define and develop guidelines for performing educational reviews. (Target Date: 06/30/04)

Ongoing Objectives

- Continue to respond and resolve complaints in a timely and efficient manner.
- Educate consumers, licensees, registrants and applicants through prompt and relevant press releases, consumer brochures, Internet presence and the BOP Update.
- Utilize cite and fine and the telephone disconnect law for unlicensed activity.
- Assure 100 percent probationer compliance.
- Offer board expertise and participation in any training for investigators, Deputy Attorneys General and Administrative Law Judges.
- Continue to report disciplinary actions to the Association of State and Provincial Psychology Boards (ASPPB) National Data Bank and the Healthcare Integrity and Protection Data Bank (HIPDB).
- Update Disciplinary Guidelines.
- Provide licensing and enforcement information on the board's website for consumer verification.
- Develop and monitor statistics on all enforcement activities.
- Continue to train and administer the expert component of the enforcement program.
- Ensure sufficient travel expenses for unplanned, unexpected in-state or out-of-state travel required for staff for testimony in court for administrative matters.
- Continue to ensure that complainants are notified of each significant stage in the administrative process (i.e. complaint received, investigation initiated, case closure, transmittal to AG, Accusation filed, Decision rendered).
- Ensure that all active probationers are interviewed each year to confirm compliance with all terms of probation.
- Ensure that a board representative meets with new probationers within 30 days of the effective decision date to fully explain the terms of probation.

- For educational purposes, provide information to all licensees who are the subjects of closed investigations where concerns were noted.
- Continue to update expert criteria guidelines.
- Work with DCA's Legal Office, APA, CPA and ASPPB to address internet issues regarding advertisements and the provision of psychological services across state lines.
- Consider new training methods for new expert case reviewers.
- Expand information provided to the public through the use of public disclosure screens.
- Enhance the Expert Review selection process and maintain a sufficient pool of qualified experts representing expertise in all areas of the practice of psychology.
- Make disciplinary documents available for download from the BOP's website.
- Ensure that the Psychology Licensing Law and the BOP's regulations are current and up-to-date.

Potential Performance Indicators

- Number of victims coming forward to support ongoing cases.
- Number of repeat actions for unlicensed activities and formerly disciplined licensees/registrants.
- Website hits.
- Number of complaints filed, investigations opened, Accusations filed, Decisions rendered and citations issued.

Licensing and Examination

Goal 2 - Licensing and Examinations

Ensure that all applicants meet all statutory requirements for licensure and thereby are able to practice psychology with safety to the public.

Board Committee(s) Lead Responsibility

Credentials Committee

Examination Committee

Strategic Objectives

- 2.01 - Convene work groups to develop Supervised Professional Experience (SPE) evaluation criteria, supervisor/trainee contract model, and enhance supervisor training standards. (Target Date: 01/01/04)
- 2.02 - Develop regulations to address recommendations of SPE work groups. (Target Date: 06/30/04)
- 2.03 - Develop supervision brochure when new supervision regulations are final. (Target Date: 01/01/05)
- 2.04 - Develop desk manuals for Licensing Analyst positions. (Target Date: 06/30/04)
- 2.05 - Work with DCA to allow the acceptance of psychological assistant and registered psychologist applications transmitted electronically via the Internet. (Target Date: 06/30/04)
- 2.06 - Continue examination development through continued close collaboration with the DCA Office of Examination Resources (OER). (Target Date: 06/30/04)

Ongoing Objectives

- Maximize use of Internet and other technology to provide relevant and timely information to consumers, trainees, applicants, licensees, and registrants.
- Provide timely and quality responses and information regarding:
 - applications and processing;
 - renewals;
 - examinations;
 - license issuance; and
 - relevant records and retrieval ability; and
- Continue to enhance ATS and update the procedure manual as needed.
- Ensure that supervised professional experience requirements are relevant to the current practice of psychology.
- Develop, monitor and enhance statistics from the licensing program.
- Ensure that examination fees cover the costs of developing, purchasing, grading and administering the examinations.
- Conduct legally defensible examinations to test for minimal competency.
- Proactively communicate with psychology training programs and internships.
- Continue to provide on-line licensing/enforcement verification capability.
- Maintain a bank of valid questions for the CJPEE.

- Continually update applications for licensure and registration.
- Monitor development of the CJPEE.
- Enhance supervised professional experience requirements.
- Monitor computerized administration of both the EPPP and the CJPEE.
- Maintain and enhance online licensing.
- Maintain manual for all historical board-approved and Legal Office interpretations of various laws and regulations concerning application processing.

Performance Indicators

- Processing time and increased quality review.
- Efficiency in examination scheduling and license issuance.
- Number and nature of telephone calls and e-mails to the BOP from applicants and initial licensees/registrants.
- Feedback from exit polls.
- Website hits.

Continuing Education

Goal 3 - Continuing Education

Ensure that all active licensees comply with all continuing education requirements.

Board Committee Lead Responsibility

Continuing Education Committee

Strategic Objectives

- 3.1 - Review MCEPAA's procedures for exact, repeat courses for possible revision.
(Target Date: 06/30/04)
- 3.2 - Eliminate requirement that all course reviewers must be members of CPA.
(Target Date: 06/30/04)
- 3.3 - Perform an analysis and develop recommendations for a cohesive approach to continuing education. (Target Date: 06/30/04)

Ongoing Objectives

- Update continuing education regulations as needed.
- Monitor conflict of interest issues between CPA and MCEPAA.
- Work with APA on common continuing education interests.
- Update procedure manual for Continuing Education Analyst as needed.
- Continue to provide feedback of course quality to MCEPAA.
- Ensure follow-up on all continuing education deadlines notices in deficiency/warning letters.
- Maintain all deficiency/warning letters for 7 years.
- Maintain all Part 3 renewal certifications for 7 years.
- Maintain files/requests for waiver/correspondence for 7 years.
- Issue cite and fine for those deficient in continuing education.
- Provide feedback to MCEPAA regarding performance issues.
- Consider other models of course/provider approval.
- Monitor methods used by providers to track participants' attendance at courses.
- Conduct audits on all licensees and warn those who are not in compliance.
- Utilize citation and fine if warnings do not bring compliance.
- Conduct ongoing review of the board's recognized accrediting agency.

Performance Indicators

- Number of continuing education deficient licensees.
- Number of consumer complaints alleging incompetence.
- Number of complaints by continuing education providers and participants.
- Website hits.
- Number and nature of telephone calls and e-mails to the board for general information.

Education and Outreach

Goal 4 - Education and Outreach

Educate consumers to help them make informed choices about psychological services and consumer rights. Educate licensees, applicants, trainees, etc. on the current information about the regulation of the profession of psychology .

Board Committee Lead Responsibility

Consumer Education Committee

Strategic Objectives

- 4.1 - Provide resources to consumers with regard to issues of human diversity. (Target Date: 06/30/04)
- 4.2 - Increase outreach to underserved population. (Target Date: 06/30/04)

Ongoing Objectives

- Enhance and continuously update the board's Internet website to disseminate BOP information and educational materials to the public.
- Continue consultation relationship with DCA Communications and Education Division.
- Publish BOP Update.
- Continue speaking engagements with educational institutions, organizations, training programs and consumer groups.
- Continue with press releases for significant enforcement developments and board events.
- Ensure that information relating to the BOP's regulation of the profession of psychology is available for use by all who may be affected by the information.
- Maintain communication with other DCA boards, professional associations and educational institutions.
- Include summaries of statutory, regulatory and policy changes in BOP Update and website.
- Proactively communicate with psychology training programs and internships.
- Continue to offer on-line licensing and enforcement verification on the board's website.
- Increase public awareness of board functions through public presentations, Internet presence and BOP Update.
- Educate the profession on the risks of practicing without complying with all the laws affecting the current practice of psychology.
- Monitor content, accuracy and relevancy of the consumer educational brochure.
- For educational purposes, provide information to all licensees who are the subjects of closed investigations where concerns were noted.
- Monitor issues of public interest and respond.

Performance Indicators

- Inquiries to verify licensure.
- Coverage of BOP cases in response to press releases.
- Repeat offenses (e.g. violation of supervision regulations).
- Trends in applicant and licensee satisfaction surveys.
- Website hits.

Regulation and Legislation

Goal 5 - Regulation and Legislation

Ensure that all statutes and regulations are necessary, clear, and fair to consumers, applicants, licensees and registrants.

Board Lead Responsibility

Legislation Committee

Strategic Objectives

Clean-Up Regulations

- 5.1 - Amend Section 1382.3 to require a minimum number of hours rather than a semester or quarter. (Target Date: 06/30/04)

Regular Regulation and Legislation

- 5.2- Review the need for training requirement for multi-cultural issues. (Target Date: 06/30/04)
- 5.3- Review the need for pre-licensure training requirement in law and ethics. (Target Date: 06/30/04)
- 5.4- Review standards for record keeping and evaluate the need for regulations. (Target Date: 06/30/04)
- 5.5- Evaluate issues of informed consent. (Target Date: 06/30/04)
- 5.6- Amend Sections 1387.1(g) and 1391.6(b) to require supervisors of psychological assistants, registered psychologists and interns to get a signed release from patients so that supervisors are authorized to access their supervisees' records. (Target Date: 06/30/04)
- 5.7- Address issues of continuing education non-compliance. (Target Date: 06/30/04)

Ongoing Objectives

- Review and amend all regulations pursuant to the following six criteria:
 1. Necessity – Is there demonstrated evidence that there is a need for the regulation?
 2. Authority – Does the BOP have legislated authority to adopt the regulation?
 3. Consistency – Does the regulation conflict with other regulations or statutes?
 4. Clarity – Can the regulations be easily understood by those affected?
 5. Non-Duplicative – Do the regulations duplicate other regulations or statutes?
 6. Reference – Which statute does the regulation implement, interpret, or make specific?
- Update Disciplinary Guidelines continuously.
- Enhance and improve supervision regulations.
- Amend regulations to improve and clarify the continuing education requirements and the requirements for supervised professional experience.
- Keep legislators informed.

- Monitor relevant legislative/regulatory proposals and ensure that all workload issues are anticipated.

Performance Indicators

- Clarity in definition of the practice of psychology.
- Website hits.
- Issues raised in disciplinary proceedings.

Operational Improvement

Goal 6 - Operational Improvement

Increase organizational efficiency, cost effectiveness, and quality of operation.

Board Committee Lead Responsibility

Executive Officer

Strategic Objectives

- 6.1 - Participate in the initial implementation of the Professional Licensing and Enforcement Management System (PLEMS). (Target Date: 06/30/04)
- 6.2 - Reduce storage costs and decrease access time to board records. (Target Date: 06/30/04)
- 6.3 - Prepare for 2005 Sunset Review. (Target Date: 06/30/04)
- 6.4 - Plan an evaluative feedback process to enhance quality of all operations. (Target Date: 06/30/04)
- 6.5 - Update all programs (e.g. probation, etc.) (Target Date: 06/30/04)
- 6.6 - Survey consumers, licensees, examinees, registrants and applicants regarding the complaint, licensing, registration and examination processes. (Target Date: 06/30/04)

Ongoing Objectives

- Strengthen staff training and development.
- Update board member and employee orientation package.
- Continue efforts to reduce costs of operations while improving performance.
- Review and evaluate budgetary documents to identify errors and potential cost-saving measures.
- Conduct periodic progress review of BOP's Strategic Plan to determine goal completion.
- Ensure equipment and technology are current.
- Amend employee duty statements and desk manuals as duties change.
- Update policy binder as needed upon BOP adoption.
- Ensure that the board's Personnel Committee provides an independent evaluation of the Executive Officer's performance annually.
- Provide staff with annual performance evaluations.
- Provide board member training as issues arise.
- Represent board at all necessary out-of-state and in-state ASPPB, APA, Council on Licensure, Enforcement and Regulation (CLEAR), etc. meetings.
- Send out annual reminders to all delinquent licensees.
- Review and evaluate efficiency of various DCA support services (renewal systems, cashiering, information services).

- Continually update agenda mailing list.
- Continue to offer on-line enforcement and licensing/registration information on the board's website.
- Review and evaluate billing accountability and efficiency of MBC investigations.
- Review and evaluate billing accountability and efficiency of the Office of the Attorney General.
- Review and evaluate billing accountability and efficiency of the Office of Administrative Hearings.
- Review the progress of a different component of the Strategic Plan at each quarterly meeting.
- Enhance the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS).
- Utilize technology wherever efficiencies can be achieved.
- Enhance method of evaluating performance of staff.

BOP's External Assessment

Although this Strategic Plan did not include a formal survey of external stakeholders, the board drew upon the following information to identify factors and trends which are likely to influence the environment in years to come:

- Number and type of complaints received.
- Number and type of causes for discipline rendered.
- Feedback from consumers, professional organizations, schools, licensees, registrants, applicants and training institutions
- Queries and other contacts with consumers
- The media image of psychologists
- Internet/communication technology
- Legislative and political trends
- Relationship with the DCA
- Managed care
- Psychologists potentially obtaining prescription privileges
- Issues surrounding Family Court procedures
- Emerging trends which impact standards of practice

BOP's Internal Assessment

In developing the Strategic Plan, the BOP assessed the internal factors which either support or limit the achievement of its mission.

Strengths

- Collaboration and communication between board members and staff
- Dedicated, experienced and competent staff
- Cooperation from professional associations
- Innovative new ideas
- Good working relationship and reputation with DCA, MBC investigators, and with the Office of the Attorney General
- Board and staff commitment to consumer protection
- Informative website – effective use of technology

Challenges

- State civil service system: barrier to quality personnel management
- Small staff size relative to work load
- Red tape
- Regulatory process
- Legislative process

Commonly Used Acronyms

ABPP	American Board of Professional Psychology
APA	American Psychological Association
ATS	Applicant Tracking System
ASPPB	Association of State and Provincial Psychology Boards
BCP	Budget Change Proposal
BOP	Board of Psychology
CAS	Consumer Affairs System
CJPEE	California Jurisprudence and Professional Ethics Examination
CLEAR	Council on Licensure, Enforcement and Regulation
CPA	California Psychological Association
CME	Continuing Medical Education
DCA	Department of Consumer Affairs
EPPP	Examination for Professional Practice in Psychology
HIPAA	Health Insurance Portability and Accountability Act
HIPDB	Healthcare Integrity and Protection Data Bank
MBc	Medical Board of California
MCEPAA	Mandatory Continuing Education Program Accrediting Agency
OER	Office of Examination Resources
PLEMS	Professional Licensing and Enforcement Management System